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## *Transfer / Withdrawal Policy*

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### 1. **The policy on Transfer/ Withdrawal:**

- A student who requests for an internal course transfer within the School must have their existing contract terminated. A new student contract will be signed based on the procedures for executing student contracts. The Refund Policy shall apply unless as otherwise agreed between the School and the Student.
- The student must also fulfill all the admissions criteria of the new course and will be subjected to the School's student selection and admission procedures.

A student who withdraws from the School to enroll with another school shall be deemed to have withdrawn from the School and the refund policy and procedures shall apply.

### 2. **Conditions for Granting Transfer and Withdrawal:**

- All outstanding fees must be settled prior to request for withdrawal and/or transfer
- Student to fill in Course Transfer / Course Withdrawal Request Form, including submission of any supporting documents and adhering to the process as stated in the Course Transfer and Withdrawal Procedures.

### 3. **Conditions for Refund**

The School's Refund Policy shall apply for all qualified refunds. Students are to refer to the School's Refund Policy and the Standard Student Contract for further details.

### 4. **Student's Pass Status**

#### For Course Transfers

For Student's Pass holder, course transfer is subject to ICA's approval of the new Student's Pass.

In the event that an application pertaining to transfer is rejected by ICA, the student is required to cancel his current Student's Pass within 7 days.

#### For Course Withdrawals

Student's Pass holder is required to submit his/her passport and Student's Pass to the School for cancelation of Student's Pass with ICA.

## 5. **Timeframe for assessing and processing transfer/ withdrawal cases**

The entire transfer / withdrawal process, from point of application to the final outcome, should not be more than 4 weeks. If the final outcome is not in favour of the applicant, respective staffs are to handle each situation according to the School's dispute resolution policy and procedure.

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### *Transfer / Withdrawal Procedure*

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1. Student to fill in Course Transfer / Withdrawal Request Form (or related La Trobe University Forms\*), including submission of any supporting documents.
2. Requests for transfer are treated as withdrawal from a course and treated as a new application for a new course. Student must meet the entry requirements of the course applied for.
3. For students under 18 years old, request for transfer/withdrawal must be accompanied by student's parent/ guardian approval in written form.
4. Request for transfer/withdrawal will only be considered for students that do not have any outstanding payments due to NLH.
5. Outcome of application for transfer/withdrawal of course processed and notified in writing within 4 weeks from the date of submission of written request for transfer/withdrawal.
6. Upon approval of the transfer/withdrawal, the previous student contract will be considered as void.
7. Refund Policy shall apply for all qualified refunds.

\* *Course Transfer: La Trobe University Application for Course Transfer*  
*Course Withdrawal: La Trobe University Discontinuation of Enrolment Form*